

Professional and Managerial Branch
Miscellaneous Managerial Group
Public Transit Series

TRANSIT OPERATIONS SUPERINTENDENT

11/98 (JAS)

Summary

Under general direction, as division head, manage logistics of citywide Mass Transit street operations and related functions through subordinate supervisors to ensure continuity, quality and timeliness of services provided.

Typical Duties

Plan, develop, organize safe and reliable fixed route, demand response, charter and other passenger transportation programs as required. Involves: conducting staff meetings pertaining to objectives and tactics, and reviewing and approving suggestions for improvements within the bounds of available resources, departmental strategies and government regulations; formulating and integrating operational standards and methods with departmental policies and goals; recommending procurement of new rolling stock and facilities, changes in jobs and staffing levels, and automation of operations monitoring as well as in current and contemplated routes and schedules.

Implement, coordinate, and control deployment of available coaches and operators. Involves: superintending dispatching, transit information and compliant resolution, route and shift coverage, vehicle assignment and location, route supervision and accident investigation, charter order processing, uniform distribution, environmental protection, safety and other training programs, and allied functions; directing periodic inspection of rolling equipment and premises for safety and cleanliness, and of routes and on-board activities for passenger satisfaction; approving actions recommended to rectify unprecedented operational or general performance problems that necessitate deviations from accepted departmental practices or policy interpretation; personally conducting inquiries into or on site inspections of serious accidents overseeing support activities such as preparation of designated specifications for vehicles, equipment, computer hardware and software, bus transfers, uniforms and other supplies, and of annual operating, program improvement and capital budget requests; authorizing and monitoring expenditures, and justifying variations from forecasts; ensuring required documentation of activities is communicated and maintained.

Act as primary division liaison with other organizations and groups interested in mass transit operations. Involves: conferring with, making regular and special presentations to and evaluating comments from other Mass Transit managers, officials of other transit systems, City Council and the Civil Service Commission, grant funding and regulatory agencies, and the general public regarding status and changes in nature and scope of services, equipment, facilities and workforce; reviewing legal issues with and obtaining advice from attorneys, testifying in court or at hearings, or giving depositions regarding claims and lawsuits; discussing fiscal matters with accountants, and business dealings with contractors and suppliers.

Supervise assigned supervisory and non-supervisory operating, dispatching and support personnel. Involves: assigning duties, issuing written and oral instructions and checking work for exactness, neatness, and conformance to policies and procedures; guiding subordinates to overcome difficulties encountered in performing duties; evaluating performance; coaching and arranging for or conducting training and development activities; enforcing personnel rules and regulations, standards of conduct, work attendance and safe working practices; monitoring affirmative action compliance; ordering drug and alcohol testing, and reviewing mandated physicals; chairing internal disciplinary hearings and recommending appropriate action. maintaining supervisor-subordinate harmony and resolving second stage grievances; making recommendations on personnel changes to include interviewing applicants.

Perform miscellaneous related professional and managerial functions as required. Involves: substituting, if qualified and assigned, for own supervisor or peers by carrying out specifically delegated duties sufficient to sustain continuity of ordinary services, referring policy level problems to next higher level of management, and similarly performing any duties of subordinates, if necessary; participating in departmental social events and emergency management drills

Minimum Qualifications

Training and Experience: Graduation from an accredited college or university with a Bachelor's Degree in Business or Public Administration or related field and five (5) years of progressively responsible professional motor transportation administrative and managerial experience, including two (2) years in bus operations and two (2) in a

supervisory capacity; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Comprehensive knowledge of: operation and dispatching of scheduled and unscheduled fixed route and demand response buses in an urban setting; considerable knowledge of: public surface passenger carrier industry standards and government regulation; modern public general administrative, budgetary and personnel management principles and practices; legally and policy compliant supervisory techniques. Good knowledge of: computer applications for deploying and locating coaches and drivers.

Ability to; define problems, collect data, establish facts concerning numerous abstract and concrete variable and draw valid conclusions for planning, organizing, coordinating and controlling operational personnel and program economy and quality; read, analyze, and interpret common scientific and technical journals, financial reports, legal documents, and an extensive variety of technical instructions in mathematical or diagram form; firmly and impartially exercise supervisory authority to enforce adherence to safe work procedures, and standards of conduct and attendance; express oneself clearly, concisely and convincingly both orally respond to common inquiries or complaints or present information regarding operations, public groups, and in writing to prepare reports, speeches or articles for publication and to maintain records that conform to prescribed style and format; establish and maintain effective working relationships with officials, top management and fellow employees, riders, the general public and the business community, and grant funding and regulatory agencies; apply mathematical operations to such tasks as frequency distribution, determination of test reliability and validity, analysis or variance, correlation techniques, sampling theory and factor analysis as well as advanced concepts such as exponents, logarithms, quadratic equations and permutations.

Skill in safe operation and care of: personal computer or network terminal and generic business productivity and specialized transportation operations software; motor vehicle

Physical Demands: Occasionally drive automobile through City traffic.

License and Certificates: Texas Class "C" Driver's License or equivalent license issued by another state.

Special Requirements: Be on 24 hour call for emergencies

Director of Personnel

Department Head